



Baltnetos komunikacijos
Juozo Rutkausko g. 6, LT-05132 Vilnius
info@balt.net
+37052745444

Baltnetos Komunikacijos

Robocall Mitigation Plan

Introducing

Baltnetos komunikacijos UAB is the largest provider of cloud computing services and one of the market leaders of information technology, data transmission solutions and Voice over Internet Protocol (VoIP) in Lithuania. Baltmeta also offers other solutions for data centers, internet and data transmission, IT maintenance and telephony.

Scope

Baltnetos Komunikacijos has established measures to reduce the number of unsolicited calls, robocalls, and fraudulent calls. This Mitigation Plan details the steps necessary to prevent, detect, and address such calls, along with any actions Baltnetos Komunikacijos takes concerning them.

Know Your Customer Plan

Baltnetos komunikacijos requires new and renewing customers to provide their business address and contact information. Additionally, Baltnetos komunikacijos request proof of address, including company registration details and other relevant information. Also Baltnetos Komunikacijos has established operational measures to communicate with end users and collaborate with its upstream providers in identifying, investigating, and mitigating suspected unlawful robocall traffic.

Calls monitoring

Baltnetos Komunikacijos is actively developing custom software solutions that enables real-time traffic monitoring and flags call patterns indicative of potential illegal robocalling. The software is also being enhanced to automatically disable any subscribers linked to flagged call patterns. Continuous monitoring of higher-risk customers is also applied.

Detection and Response

Our duty as a call provider is to:

- To flag Suspicious Activity. Software enhancements to automatically flag end users associated with call patterns indicative of illegal robocalling and taking steps to educate customers to prevent illegal calls.
- Prevent the origination of illegal robocalls (Implementing STIR/SHAKEN protocols to authenticate caller IDs and prevent spoofing).
- Ensure swift response to traceback requests to aid in investigating and stopping illegal robocalls.
- Collaborate with partners to manage and monitor U.S. numbers and traffic.